axom

Professional Consulting Services

Terms & Conditions

axomusa.com

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1. Billing Rate

All services provided by axom are billed at our standard hourly rate of $150 per hour, unless otherwise specified in writing. This rate reflects not only time spent but also the advanced expertise, technologies, and professional resources brought to each engagement. Any meetings not explicitly outlined in the original agreement, and any travel requested by the client, will immediately incur axom?s $150 hourly rate. This billing is due upon completion of the meeting or travel event, and invoices will be issued immediately.

2. Cancellation Fee

If you commit to hiring axom for services but subsequently cancel or fail to proceed, a $250 cancellation fee will apply.

3. Response Time

Clients must provide feedback or responses to deliverables and communications within 24–48 hours, including weekends. Failure to comply will result in all outstanding payments becoming immediately due.

4. Content Notice

Clients are required to provide at least 48 hours' notice for any new content requests or changes, except in cases of emergencies. Emergencies will be reviewed and vetted by our internal Ethics Team for approval.

5. Nature of Work

axom engages with clients strictly as an independent contractor, not as an employee, partner, or agent of any client. All work performed by axom is governed by the firm's internal policies and procedures. axom retains the sole right to determine the manner, methods, and timing of all work performed. Client meetings are conducted strictly by appointment only. axom reserves the right to set meeting times and formats, including the use of virtual or remote sessions if that best supports the efficiency and well-being of our staff. No client engagement shall be construed to grant any authority over axom's internal operations, personnel, or decision-making.

6. Ethics and Consultant Abuse

axom maintains a zero-tolerance policy toward consultant abuse. All communication must remain respectful and professional. We will not respond to statements formatted as demands with no context.

Professional communication is a requirement for continued service, and repeated violations may result in suspension or termination of services.

7. Confidentiality

All materials, communications, and deliverables shared between axom and the client are strictly confidential unless otherwise agreed upon in writing. Both parties agree to maintain the highest level of discretion and professionalism.

8. Intellectual Property

All intellectual property created by axom during the course of engagement remains the property of axom at all times. While usage rights of deliverables are licensed to the client upon full payment, copyright and authorship rights are never transferred. axom retains permanent authorship and ownership but grants clients a perpetual, non-exclusive, royalty-free license to use the completed work for their intended business purposes.

9. Billing Justification and Professional Credentials

axom's billing rates reflect not only hourly commitment but also the depth of our expertise, infrastructure, and intellectual capital. Our firm deploys Canon Pro Line technology, enterprise-class systems, and a suite of advanced tools to ensure precision, speed, and quality. Our consultants are highly educated, licensed, and trained across diverse industries. Ongoing professional development ensures that our team remains ahead of market trends and technological advancements. With a proven portfolio of hundreds of successful projects, our clients benefit from the acumen of a multi-disciplinary team capable of delivering solutions that blend innovation, compliance, and measurable results. In this way, our fees are a direct reflection of the immense resources, expertise, and technology required to deliver work at the level expected of axom.

10. Commitment to Excellence

Every project undertaken by axom is guided by a commitment to excellence. We hold ourselves accountable to the highest professional standards, with work products that emphasize accuracy, innovation, and practical impact. Clients receive not only deliverables, but strategic solutions that align with long-term success.

11. Technology Provisioning

axom leverages a vast suite of technologies, including AI-driven analytics, professional-grade design systems, secure communications platforms, and enterprise-level project management solutions. This broad infrastructure ensures that our clients benefit from the most robust, future-ready solutions available.

12. Payment and Collections

Invoices are due upon receipt. Unpaid invoices will result in collections proceedings or lawsuits, at our discretion. Clients are responsible for any legal fees, court costs, or collection agency fees incurred.

13. Limitation of Liability

axom shall not be held liable for indirect, incidental, or consequential damages arising from the use of our services. Our liability shall not exceed the total fees paid for the specific service giving rise to the claim.

14. Governing Law

These terms shall be governed by and construed in accordance with the laws of the State of Tennessee.

15. Acceptance

By engaging with axom’s services, representatives, agents, website, or accounts, you acknowledge and agree to these Terms and Conditions in full.